

FIG. 2

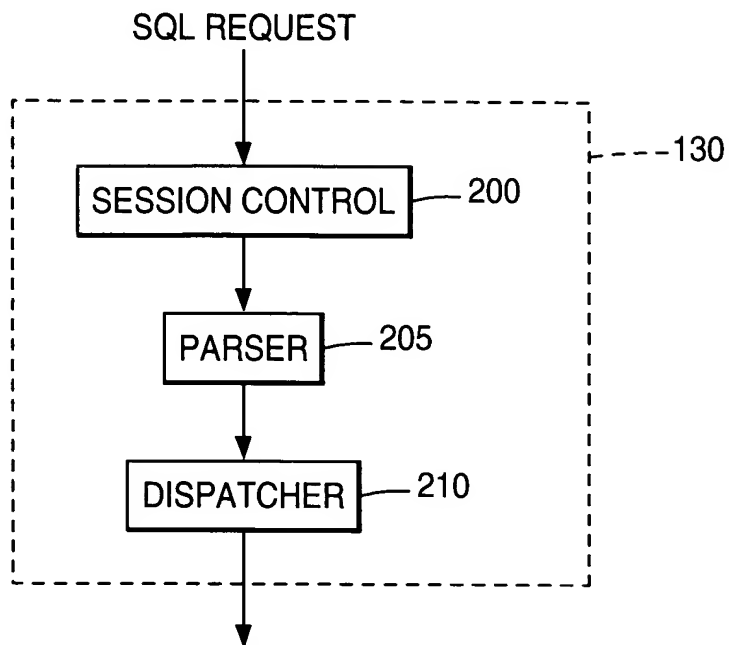


FIG. 3

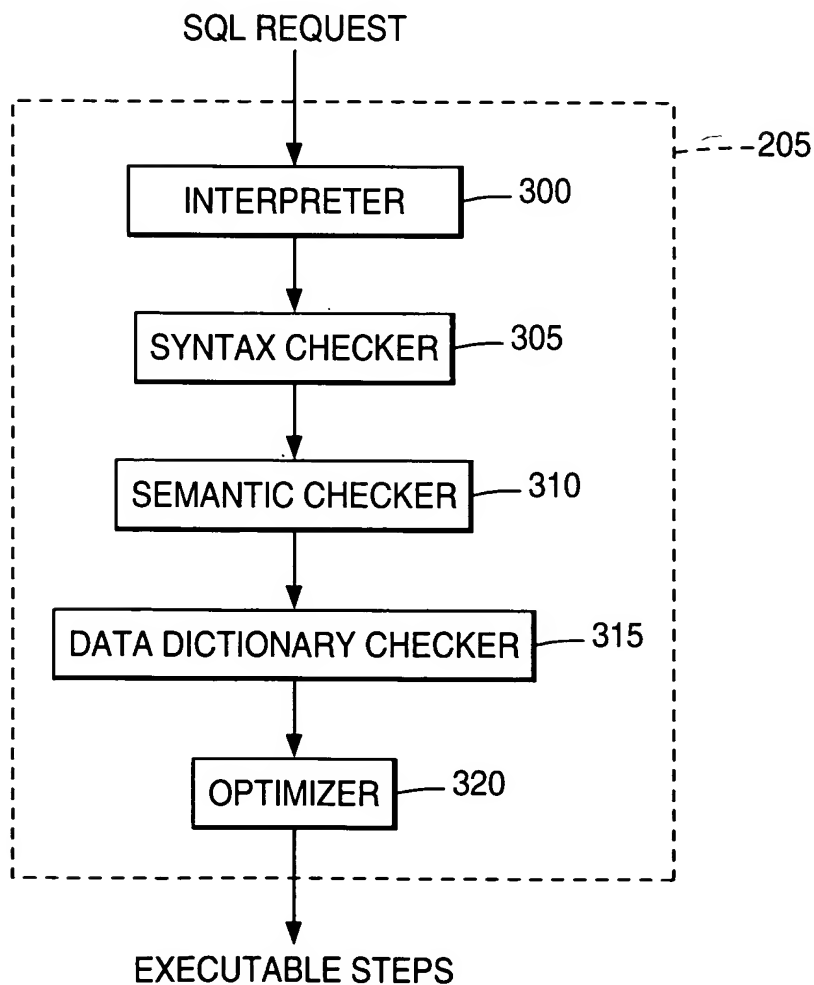


FIG. 4

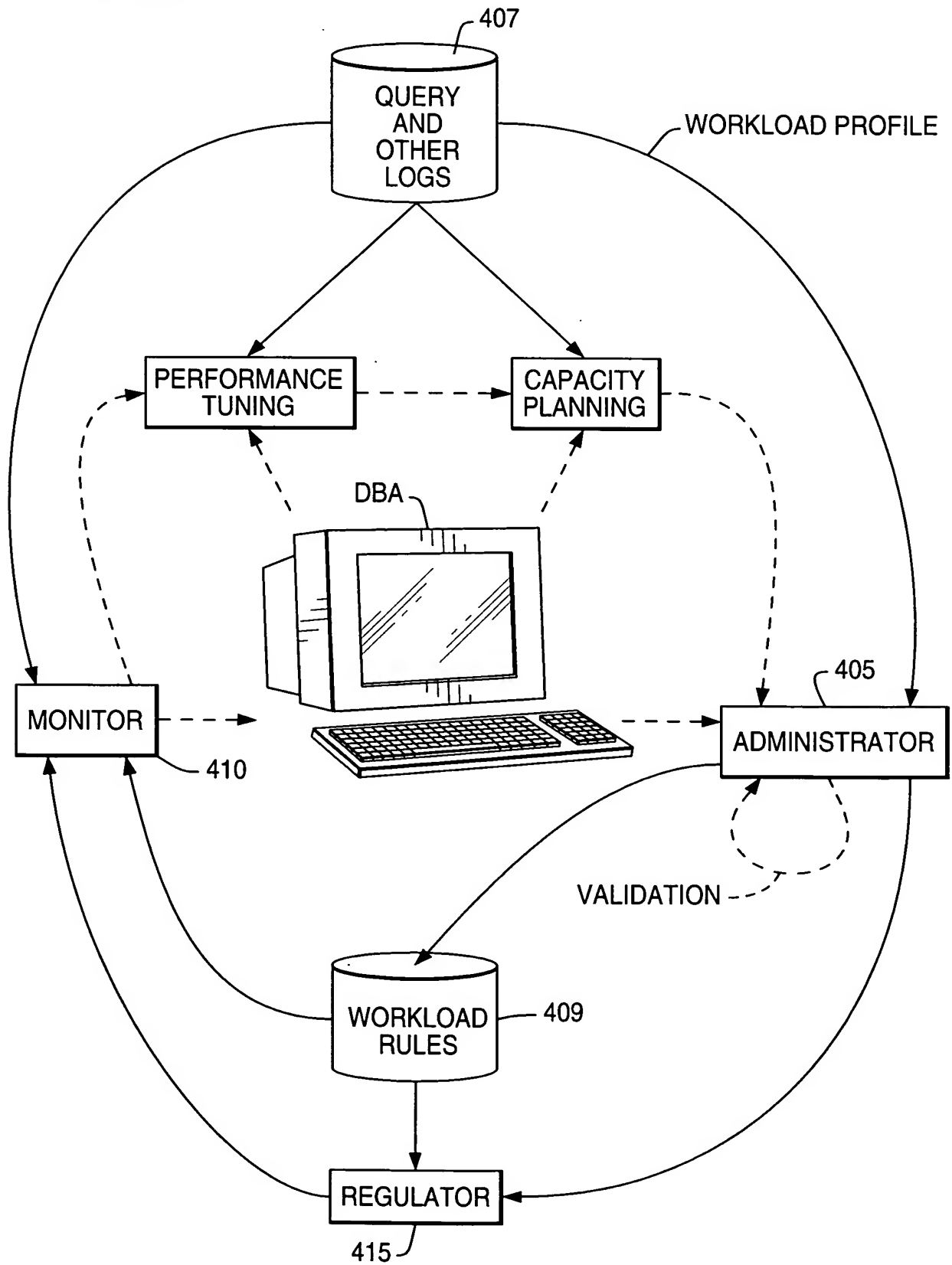
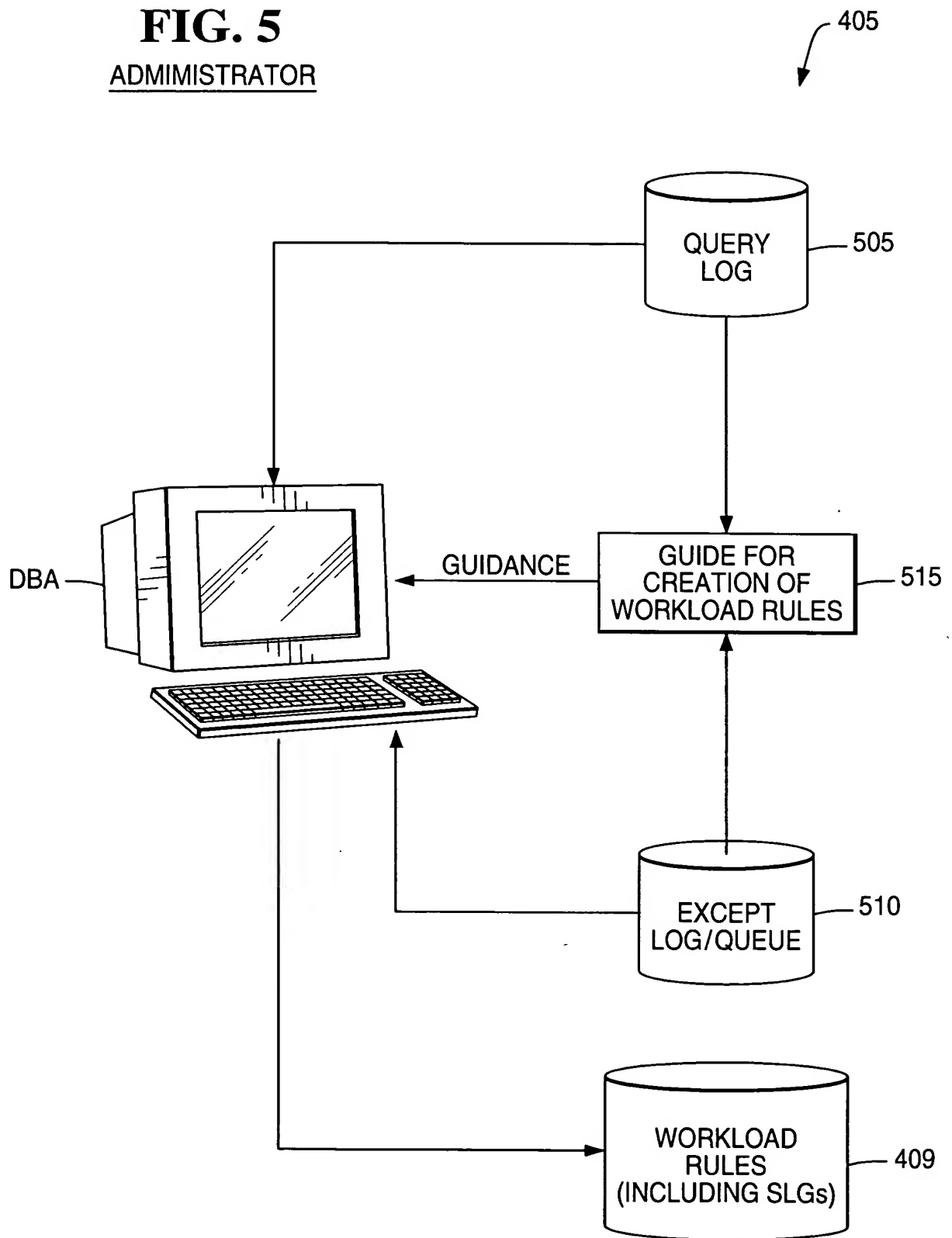


FIG. 5
ADMINISTRATOR



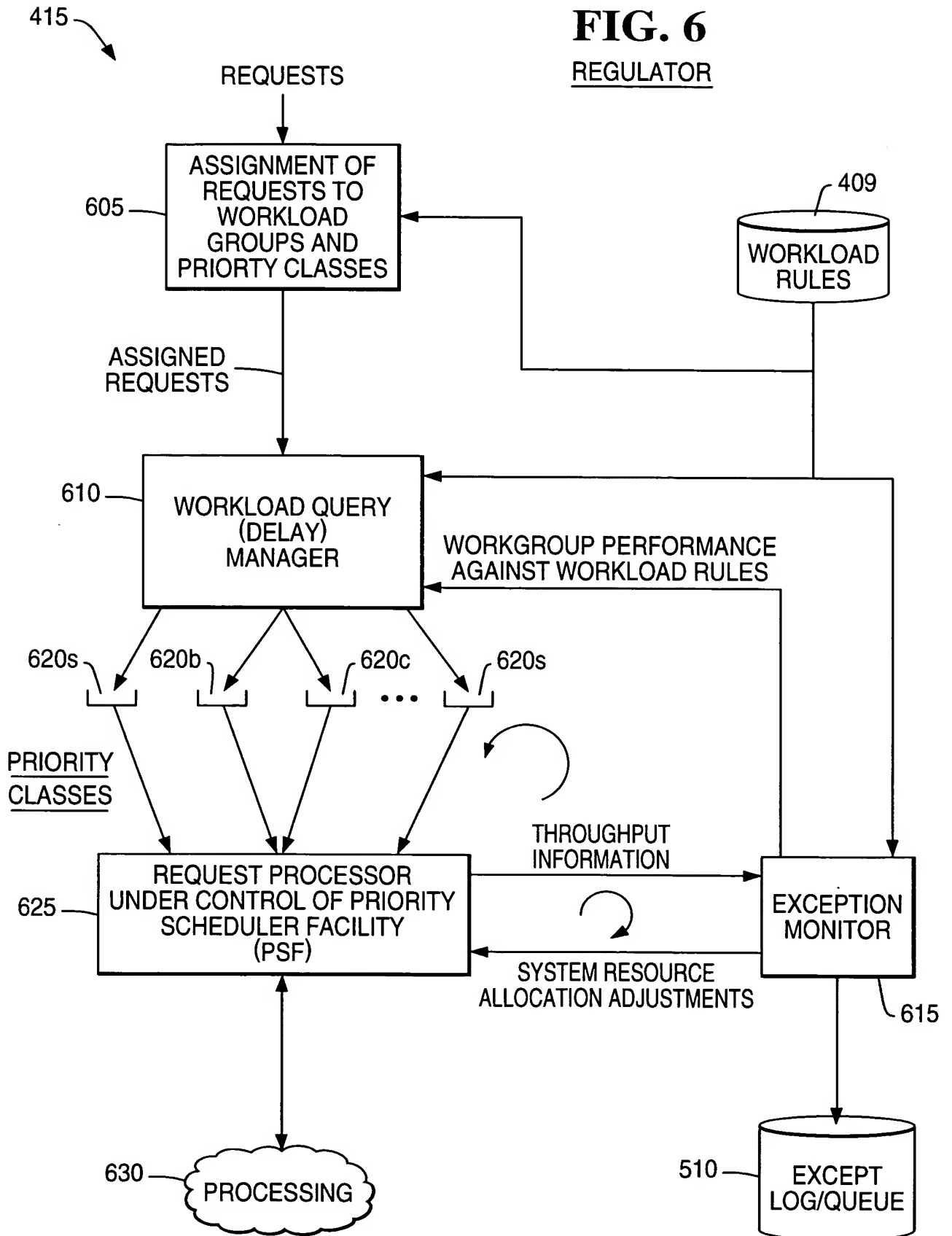


FIG. 7

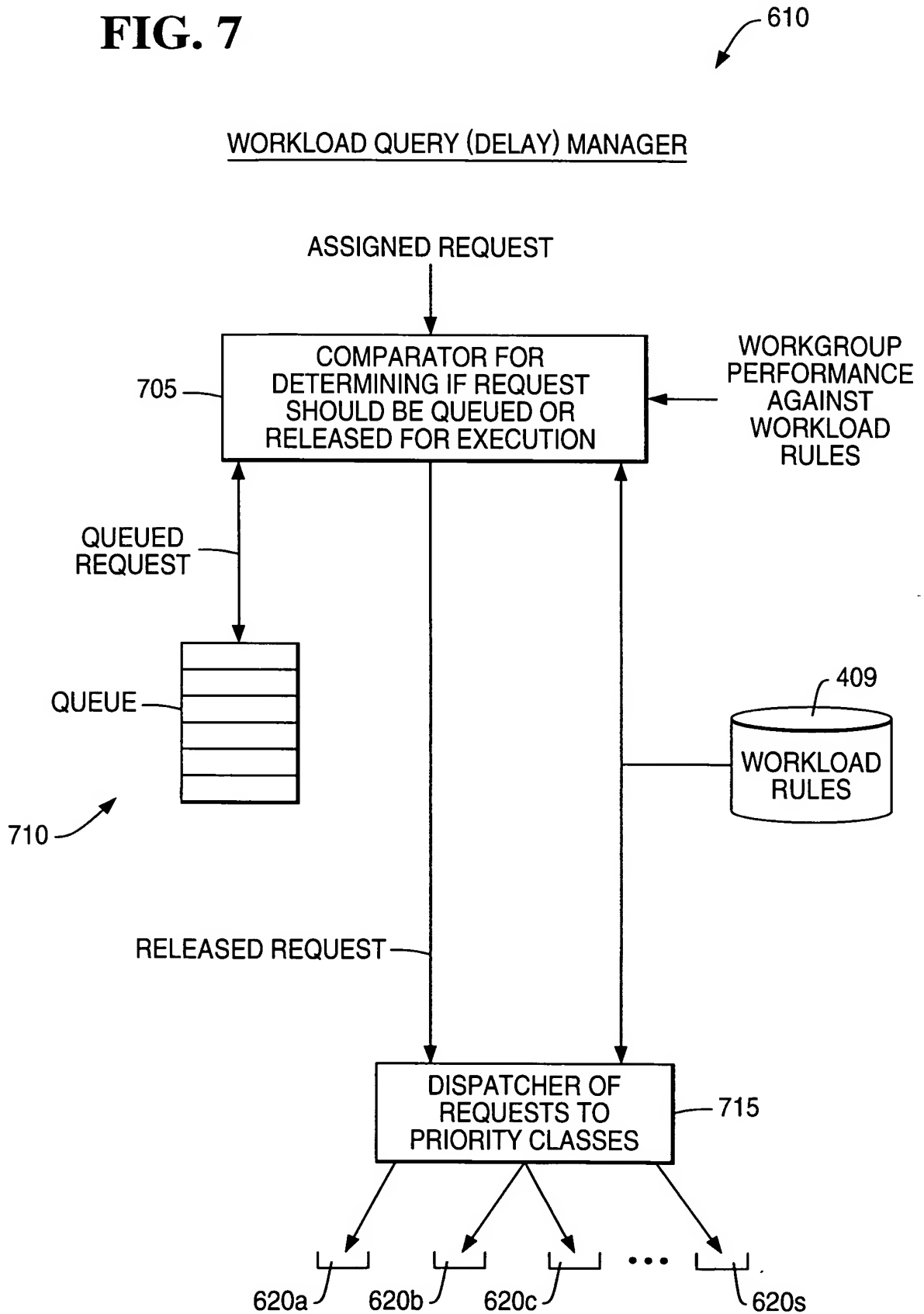


FIG. 8

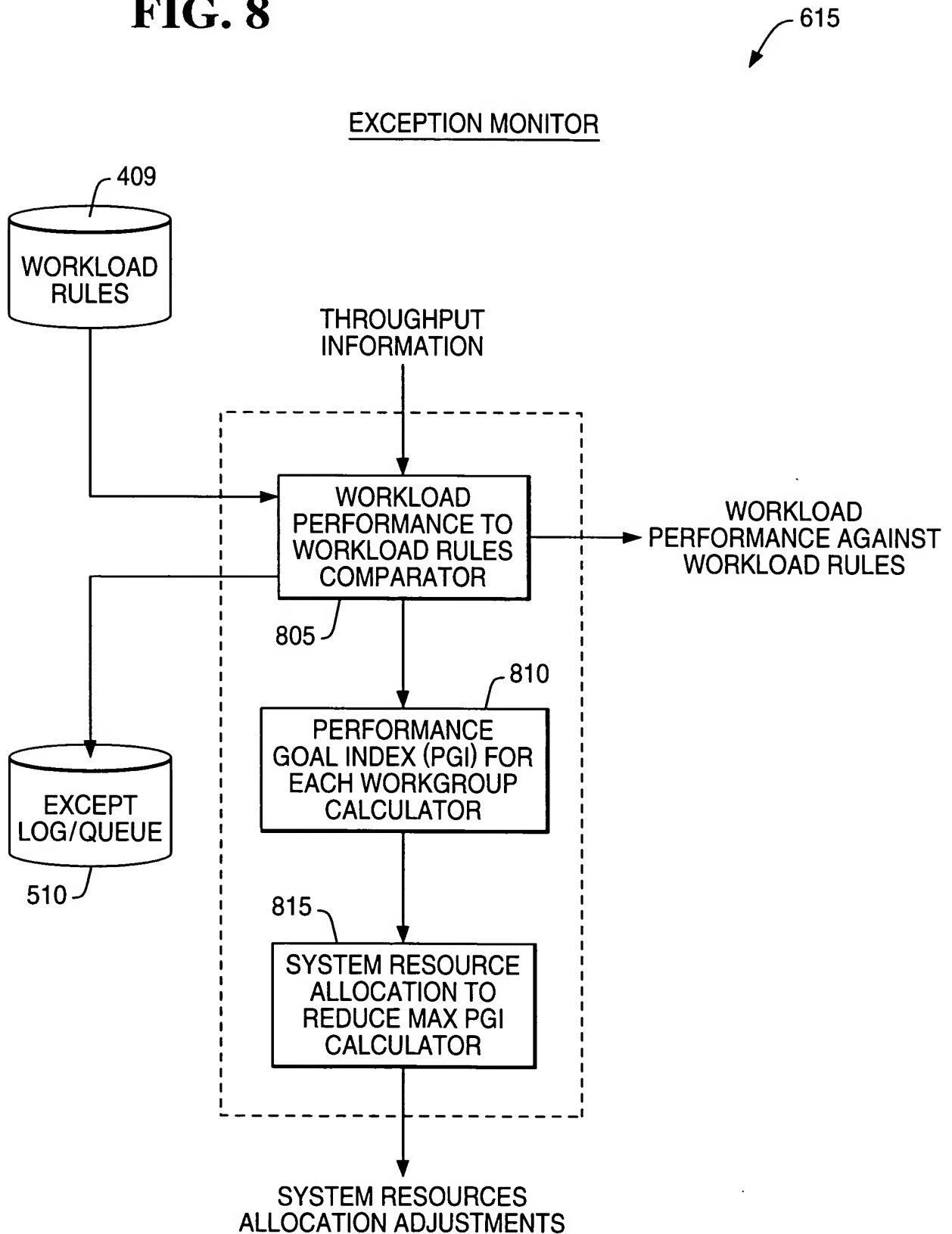


FIG. 9

Workloads for 8AM - 10AM Reg. Weekdays ▼						
WORKLOAD GROUP NAME	CLASSIFY & EXCEPTION CRITERIA	--- S. L. Goals ---		S. L. Goal		
		DESIRED RESPONSE & SERVICE LEVEL	ENFORCEMENT PRIORITY	OPERATING WINDOW	ARRIVAL RATE	INITIATION INSTRUCTION
Inventory Tactical	Criteria	<= 1 sec @ 95%	Tactical	8AM - 6PM	75/sec	Expedite
CRM Tactical	Criteria	<= 3 sec @ 80%	Tactical	6AM - 6PM	25/sec	Expedite
Call Ctr Tactical	Criteria	<= 2 sec @ 90%	Tactical	7AM - 12PM	200/sec	Expedite
Sales Short Qry	Criteria	< 10 sec @ 90%	Priority	7AM - 12PM	500/hour	Exec
CRM Short Qry	Criteria	< 2 min @ 75%	Normal	9AM - 3PM	35/hour	Delay
SuperUser/Short DBA	Criteria	< 5 min @ 50%	Normal	8AM - 10AM	15/hour	Exec
Inventory Long Qry	Criteria	< 30 min @ 80%	Normal	all	3/hour	Exec
Call Ctr Reports	Criteria	< 20 min @ 80%	Normal	all	0.2/hour	Exec
Sales Cont Loads	Criteria	per arrival rate	Tactical	7AM - 11AM	5000/sec	Expedite
Inventory Batch	Criteria	none	Backgrnd	10PM - 9AM	unknown	Delay
CRM Analytics	Criteria	none	Backgrnd	10PM - 10AM	unknown	Exec
Sales Long Qry	Criteria	< 8 Hours @ 50%	Backgrnd	all	unknown	Exec
Development	Criteria	none	Backgrnd	8AM - 8PM	unknown	Exec
						Exception Processing
						Inventory Long Qry
						Crn Analytics
						Call Ctr Reports
						Log
						Log
						none
						Alert
						none
						none
						Abort
						Abort
						Abort

FIG. 10

Operating Windows for Workload Inventory Tactical ▼					
WORKLOAD DEFINITION NAME Inventory Tactical		-----S. L. Goals-----			
DESIRED RESPONSE & SERVICE LEVEL <= 1 sec @ 95%		ENFORCEMENT PRIORITY	OPERATING WINDOW	ARRIVAL RATE	INITIATION INSTRUCTION
		2	8AM - 6PM	75/sec	Expedite
		3	6PM - 12AM	20/sec	Expedite
		6	12AM - 8AM	100/hour	Exec
					EXCEPTION PROCESSING Inventory Long Qry Inventory Long Qry Abort

FIG. 11

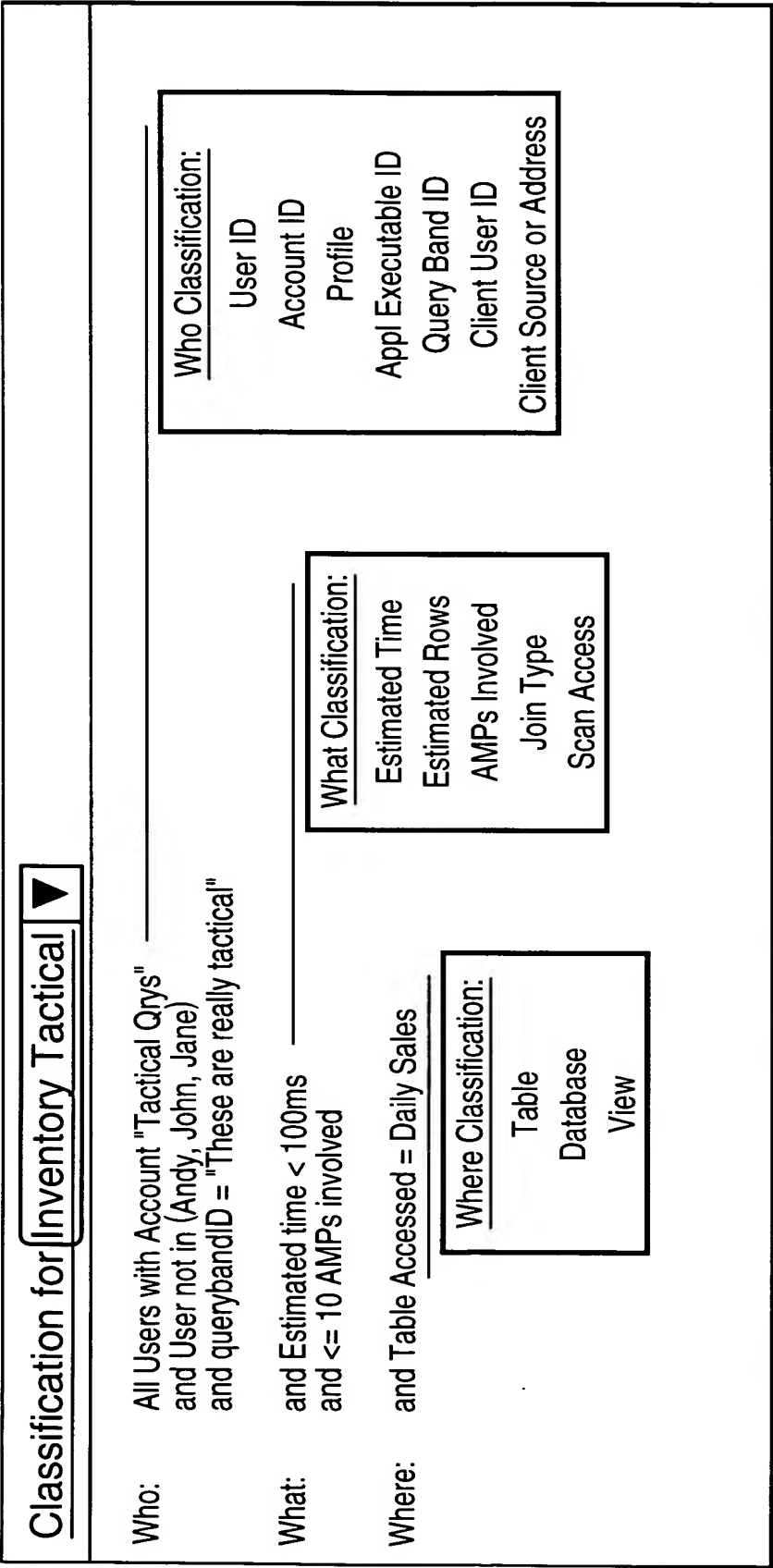


FIG. 12

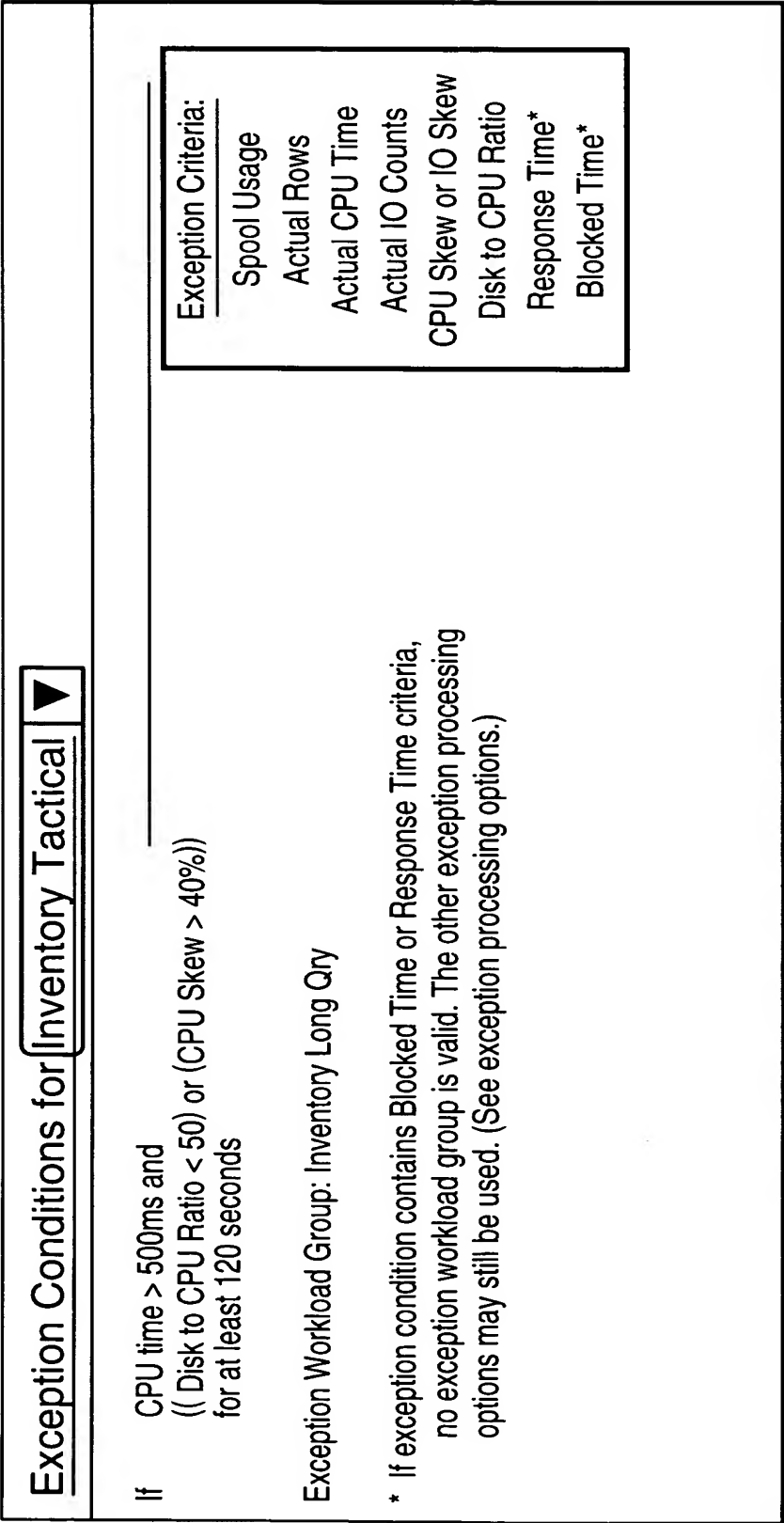


FIG. 13

Execution Initiation Instructions for Inventory Tactical 8AM - 6PM ▼	
<input type="radio"/> Execute (Normal)	
<input checked="" type="radio"/> Expedite Execution	
<input type="radio"/> Delay Until Delay Conditions	

FIG. 14

Exception Processing for Inventory Tactical 8AM - 6PM ▼	
<input type="radio"/> Abort Request	
<input type="radio"/> Continue / Log Condition (Warning Mode)	
<input checked="" type="radio"/> Continue / Change Workload Group to	Inventory Long Qry ▼
<input type="radio"/> Continue / Send Alert to	DBA ▼

FIG. 15

